



A Study on Effectiveness of Training and Development Practices in Nagpur District Rural Government Hospitals

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1) ABSTRACT

Training and Development is an essential role of Human Resource management. It purposes to develop employees' abilities by creation them study new techniques of doing work. It supports, informing their awareness of doing work which outcomes in growing their proficiency and hence, outcomes in growing efficiency of an organisation. Since Human resource is the greatest essential asset of an organisation so, making best use of them is likely with the help of training which indications to their as well as organisation's growth. The purpose of this study is to find out the impact of training and development on job satisfaction in Government hospitals employees. Government hospitals are provides services specially for poor people in rural area. Mostly poor peoples going to government hospitals for various medical treatments. Near about 80% people are lilving in rural area of India. The Number of employees are also less recruited in government hopitals rather than actual requirements. Every year so many people died due to not provided medical treatments properly in time and provides poor services. Maharashtra state provides more services in the city government hospitals rather than rural government hospitals.

Keywords: Training and Development, Job Satisfaction, Employees Skills, Knowledge, Organisation's Development, Government Hospitals, Human Resource Management.

2) INTRODUCTION

Training is essential, not only from the point of opinion of the business, but also for the staffs. It gives them better job safety and a chance for career improvement. A talent developed through training is an asset for the business and the worker. The profits of training stay for an actual extended time. Training can develop obsolete only when there is a whole rejection of the wanted for that ability and information, which may occur since of the technological modifications. **Dessler** refers to training as methods that are applied to provide the new recruits with the skills needed to perform their duties. The term 'Development' discusses to expansion horizon of the workforces. **As per Pynes (2008)**, both training and development programs pursue to modification the abilities, knowledge, and approaches of workforces necessary by the job post. Programmes

may be focused on improving an individual's level of self-awareness, competency and motivation to perform job well.

In overall terms, the necessity for training can arise since of the subsequent reasons:

- **Changing Technology:** Technology is changing at a fast pace. Be it any business, technological alterations are altering the way in which processes were complete. Fresher machines are being used for automation of the procedures. Training wants to be preserved as a nonstop procedure to update the employees in new procedures and actions.
- **Demanding Customers:** As the free marketplaces become sturdier, customers are becoming extra and extra demanding. They are much extra knowledgeable about the goods. They have various bases of information. Increased opposition forces the organizations to offer well and better products and services to them.
- **Thrust on Productivity.** In the reasonable periods, administrations cannot have enough money the display of weariness. They have to be creative in instruction to continue and produce. Nonstop enlargement of the workers' abilities is a necessary condition for maintaining high standards of productivity.
- **Improved Motivation:** Training is a source of motivation for the employees as well. They find themselves extra efficient while facing the challenging positions at job. Such ability development donates to their career growth as well.
- **Accuracy of Output:** Trained workers handle their job better. They run their machines safely. They achieve greater accuracy is whatever job they do. This reduces accidents in the organizations. Adherence to accuracy infuses high standards of quality in the products and services. Quality decreases expenditures and confirms improved customer satisfaction.
- **Better Management:** Training can be used as an effective tool of planning and control. It grows skills of the employees for future and also makes them for promotion. It supports them in reducing the costs of control, wastages and industrial accidents. It also assistances growth efficiency and excellence.

Objectives of Training: The objectives of training can differ, dependent upon a great amount of elements. The purposes depend on the nature of the association where training has to be delivered, the abilities wanted and the present ability levels.

- To increase the knowledge of workers in doing specific jobs.
- To systematically impart new skills to the human resources so that they learn quickly.
- To bring about change in the attitudes of the workers towards fellow workers, supervisor and the organization.
- To improve the overall performance of the organization.
- To make the employees handle materials, machines and equipment efficiently and thus to check wastage of time and resources.

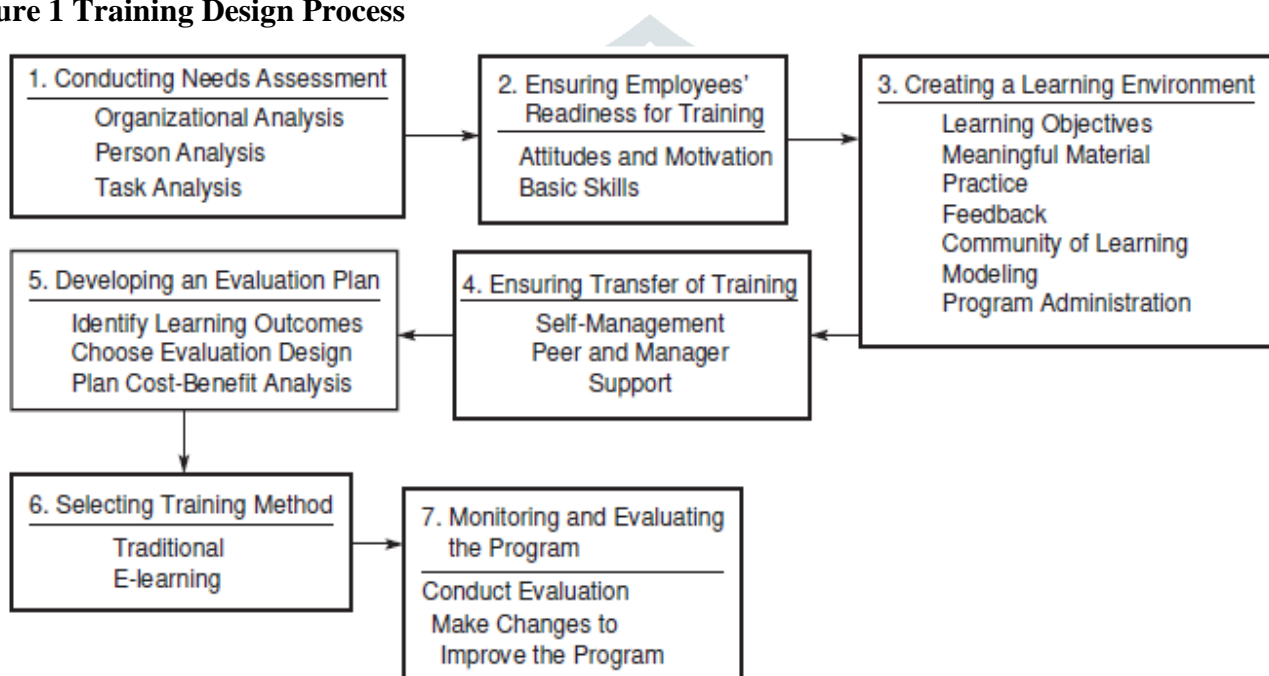
- To reduce the number of accidents by providing safety training to employees.
- To prepare employees for higher jobs by developing advanced skills in them.

The interests of training and development are -

- ❖ Employee training and development increases job satisfaction and morale among employees.
- ❖ Reduces employee turnover.
- ❖ Increases employee motivation.
- ❖ Increases efficiencies in processes, resulting in financial gain.
- ❖ Increases capacity to adopt new technologies and methods.
- ❖ Increases innovation in strategies and products.

DESIGNING EFFECTIVE TRAINING

Figure 1 Training Design Process



3) LITERATURE REVIEW

A literature review aims to evaluation the serious points of particular subjects.

Ammerman Harry L. (1966), has evaluated that research was undertaken to develop a systematic method that could be used by service school personnel to prepare job-oriented training objectives for junior officers, primarily in the form of behavioural statements of student performance expected after training. The actions established are divided into four phases. **Chen & Hung (2010)**, improving the competence of workforce through training and development activities is seen as a way of creating a competitive advantage. From the strategic perspective, training is active not only to improve an employee's present skills, but also to make each employee for upcoming duties. In the procedure of knowledge within a business, human capital develops gradually firm-specific and cannot readily be replicated by its challenger. **Rama Devi V, Nagurvali Shaik (2012)**, human capital is an important asset for organizations under intense competition. Training and

Development purpose enables human capital to unleash their dexterity. A thoughtful training platform acts as a vehicle to improve employee abilities and enable them to do well in their job. Training and development is very critical to the employees, the organization and their effectiveness. **Param Hans Mishra & Tripti Mishra (2014)**, hospitals have evolved from being an isolated sanatorium to a place with five star facilities. The patients and their families coming to the hospital not only suppose world-class treatment, but also other services to make their stay relaxed in the hospital. **Vinesh (2014)**, training and development is the field which is concerned with organizational activity aimed at bettering the performance of Individuals and groups in organizational setting. It is a joint role often called human resources development (HRD) meaning the development of “Human” resources to continue reasonable in the marketplace. Training attentions on doing actions today to grow workforces for their present jobs and development is formulating employees for upcoming roles and duties.

4) RESEARCH OBJECTIVES

The particular objectives of the reading are as follows -

- 1) To study and understand the training and development practices implemented by rural government hospitals in Nagpur District.
- 2) To investigate the efficiency of training and development programme in rural government hospitals in Nagpur District.
- 3) To assessment of patients satisfaction level at rural government hospitals in Nagpur District.

5) RESEARCH METHODOLOGY

Research Methodology: In execution of analysis, data collected from Rural Government Hospitals 2017 to 2018 are used.

Research Instrument:	Individual Meeting.
Investigation Project:	Descriptive
Data Type:	Primary & Secondary records
Connection Technique:	Records Survey, By Phone, Personal Meeting.
Sample size:	300
Sampling Technique:	Random Sampling Technique
Analysis Tools:	Likert Rating Scale 1-5, Percentage Analysis.

6) RESULTS AND DISCUSSIONS

Parameters for the analysis for Doctors are as follows:

- | | |
|---------------------------------------|---|
| ➤ Training | A |
| ➤ Duration of training | B |
| ➤ Arrange seminar/ training programme | C |
| ➤ Skill and knowledge | D |

- Equal opportunityE
- WorthyF
- Co-operationG
- Visiting to private clinicH
- Sufficient facilitiesI
- Referred to private hospitalsJ

Parameters for the analysis for Nurses are as follows:

- Training after joiningA
- Job oriented/ Relevant trainingB
- Arrange seminar/ training programmeC
- Duration of TrainingD
- Skill and KnowledgeE
- Equal opportunityF
- worthyG
- sufficient facilitiesH
- Co-operationI
- PromotionJ

Parameters for the analysis for Patients are as follows:

- Co-operativeA
- EmergencyB
- Services providedC
- Listening problemsD
- CounsellingE
- Having knowledgeF
- Referring private hospitalG
- Asking bribe or extra chargesH
- Equipment/ machineryI
- Beneficial to rural peopleJ

The rating scale for analysis were taken as 5= Always, 4= Often, 3= Occasionally,
2= Rarely, 1= Never

Options No.	Options Rating	Score level	Assigned Score
1	Always / Strongly Agree / Outstanding	80% - 100% achievement	5 means = 1.00
2	Agree / Often / Very good	60% - 80% achievement	4 means = 0.80
3	Neutral / Occasionally / Good	40% - 60% achievement	3 means = 0.60
4	Rarely/Disagree/Below Agree	20% - 40% achievement	2 means = 0.40
5	Never / Strongly Disagree	00% - 20% achievement	1 means = 0.20

Table1.1 Average Score against 5 Point Scale

Responses of Doctors											
Resp / Ver	A	B	C	D	E	F	G	H	I	J	Total
TOTAL	147	164	322	386	253	385	269	118	253	114	2411
AVG (100)	1.47	1.64	3.22	3.86	2.53	3.85	2.69	1.18	2.53	1.14	24.11

Table1.2 Average Score against 5 Point Scale

Responses of Nurses											
Resp / Ver	A	B	C	D	E	F	G	H	I	J	Total
TOTAL	326	416	412	415	442	409	412	306	378	447	3963
AVG (100)	3.26	4.16	4.12	4.15	4.42	4.09	4.12	3.06	3.78	4.47	39.63

Table1.3 Average Score against 5 Point Scale

Responses of Patients											
Resp / Ver	A	B	C	D	E	F	G	H	I	J	Total
TOTAL	476	444	373	456	361	424	104	110	433	447	3628
AVG (100)	4.76	4.44	3.73	4.56	3.61	4.24	1.04	1.10	4.33	4.47	36.28

Table1.4 Average Score and Responses Doctors, Nurses and Patients

SAMPLE	Responses of Doctors		Responses of Nurses		Responses of Patients		Weightage	Resp. avg. (500)
SAMPLE NO 01 TO 100	A	147	A	326	A	476	949	1.898
	B	164	B	416	B	444	1024	2.048
	C	322	C	412	C	373	1107	2.214
	D	386	D	415	D	456	1257	2.514
	E	253	E	442	E	361	1056	2.112
	F	385	F	409	F	424	1218	2.436
	G	269	G	412	G	104	785	1.570
	H	118	H	306	H	110	534	1.068
	I	253	I	378	I	433	1064	2.128
	J	114	J	447	J	447	1008	2.016
SUM	2411		3963		3628		10002	20.004
Avg	2.411		3.963		3.628		10.004	2.0004

RESULTS AND DISCUSSIONS:**Table 1.5 Results of Satisfaction level of Doctors, Nurses and Patients in Rural Government Hospitals**

	Satisfaction level of Doctors	Satisfaction level of Nurses	Satisfaction level of Patients
Average Score Against 5 Point Scale	2.411	3.963	3.628
	48.22 %	79.26 %	72.56 %
Avg % of Satisfaction level	66.68 % (60% - 80% achievement)		
Performance of Satisfaction level	Very Good		

Results of Satisfaction level of Doctors, Nurses and Patients in Rural Government Hospitals	Avg % of Satisfaction level	Avg % of Dissatisfaction level
Satisfaction level of Doctors	48.22 %	51.78 %
Satisfaction level of Nurses	79.26 %	20.74 %
Satisfaction level of Patients	72.56 %	27.44 %

Table 1.6 Results of Parameters Assessment of Patients Satisfaction Level at Rural Government Hospitals in Nagpur District.

Parameters (Variables)	Weightage	Resp. Avg. (100)	% of Patients Satisfied Level	% of Patients Not Satisfied Level
A = Co-operative	476	4.76	95.20 %	4.80 %
B = Emergency	444	4.44	88.80 %	11.20 %
C = Services provided	373	3.73	74.60 %	25.40 %
D = Listening problems	456	4.56	91.20 %	8.80 %
E = Counselling	361	3.61	72.20 %	27.80 %
F = Having knowledge	424	4.24	84.80 %	15.20 %
G = Referring private hospital	104	1.04	20.80 %	79.20 %
H= Asking bribe or extra charges	110	1.10	22.00 %	78.00 %
I = Equipment/ machinery	433	4.33	86.60 %	13.40 %
J = Beneficial to rural people	447	4.47	89.40 %	10.60 %

7) CONCLUSIONS

Above Analysis table's authorization about Satisfaction level of Doctors, Nurses and Patients in Rural Government Hospitals. Without decreasing average 33.32 % of affecting factors they cannot achieve all organisations' goals in Rural Government Hospitals. The strategic arranging of training and development openly sponsors governmental professional goals and objectives, and thereby improving governmental performance. Governmental organizations must care on continuous learning and job trainings program for Doctors, Nurses. Superintendents should be involved in policy decisions for training. Good training must provide opportunities to learn and grow all employees Capacity Growth. Employee Performance is increased by competitive advantage.

Training and Development practices have significant effect on services quality performance. In India, many Rural Government Hospitals other than Private Multi-nationals Hospitals are not meeting the employee demands with reference to training and development and ultimately the gaps found in the required skills. Actual training and development strategy can be a vital issue in addressing disparities in occupation in relation. Strong and consistent leadership with the successful implementation of Training and Development practices in HRM Department of the Rural Government Hospitals has dominant effect in determining the performance of the quality service in Rural Government Hospitals.

Quality service improvement programs are use Training & Development that have been planned for the Rural Government Hospitals within the framework of HRM practices could be work well if administrators and Organisation can be able to support it. The division based training programs aimed by external professionals are useful to some scope but they are unaware of the internal environment, culture type of leadership, methodology of working. Hence a mix of internal & external trainers is essential for Training & Development.

8) SCOPE FOR FUTURE RESEARCH / RESEARCH SUGGESTION

This knowledge has much chance for future research. The area of study can be extended and number of respondents can also be increased to arrive at a more realistic conclusion regarding Satisfaction level of Doctors, Nurses and Patients in Rural Government Hospitals at Nagpur District. As there was a period bound in the analysis of work so examination was focused over **300 respondents** simply. The study is based on the Primary data collection by design questionnaire of the researchers. Throughout the investigation, the Rural Government Hospitals staffs were non-cooperative in finishing the questionnaire.

Training and Development Practices in Rural Government Hospitals of Nagpur District are growing by **5.8 %** per year, so the possibility of Training and Development Practices repetition in Rural Government Hospitals will also grow by an equal percentage. The scope this study is limited to Nagpur District only, so the same study can be undertaken in other cities in India and the inference can be compared. Also find that the Training & Development Practice is growing by **5.8 %** per year, so the scope of T&D practice in Nagpur region will also increase by the same percentage.

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